FSA Learning Management System Training

Issues from session: Wednesday, 2/20/2002

#	Issue	Description	Resolution
1	Back button	A back button is missing in the internal and external company when the LMS is launched from Jamcracker. User navigation is not intuitive and problematic; Nested browsers that are launched in the LMS do contain the navigation bar (back, forward, refresh)	2/25/02: Jamcracker has added the toolbar; User can refresh screen, click on back button, forward button and print (among other options)
2	No icon display for 'system is working'	Similar to the world icon or 'E' that spins, located in the upper right-hand corner of the browser; this does not appear in the internal or external companies when the LMS is launched from Saba	2/25/02: 'Spinning' world icon displays in upper right-hand corner
3	Jamcracker Logo	Copyright still appears; Large logo at jamcracker login – Ed cannot appear to support particular products	3/4/02: Pam took the question to the lawyers in OGC and the emails below detail their response. Synopsis: 1) They are ok with the copyright information that is on the bottom of the Jamcracker login page, and the page that has the Saba copyright information. 2) The Jamcracker homepage (the one that had the large logo) is alright as well, and does not constitute an endorsement.
4	Evaluation Report	Evaluation reports do not exist. How can training admins access the results of evaluations on a large scale? What are the viewing options for evaluations?	Training Admins can view evaluation results by question or respondent. The recently added toolbar allows them to print the results
5	My Profile	- When modifying contents in My Profile page, the save button did not work. - Remove tax exempt setting (confuse users: How will the tax exempt checkbox impact the system; Vicki is concerned that it will affect other areas of the system; also concerned that 'random' field will generate questions to JSC and training admins)	- Information on My Profile page can now be saved - Tax Exempt checkbox will affect the system if have costs associated with classes/courses. Since SFA does not have costs for classes, it will not affect the system; Business rules set to not account for costs/prices/taxes. **Costs and prices should not be entered in the system; likewise, the tax exempt checkbox should not be checked**

		- Email field we would like to make required - Security Keyword: how does it impact the system if data is entered?	- The e-mail field is required in Jamcracker and Saba (now appears red in Saba); the email that a user enters while creating a registration account is transferred from Jamcracker to Saba. - The Security Keyword field ties the external user to a company that already exists in Saba (this field is not applicable to SFA – users are not created in Saba)
6	Additional uses of territories	Additional uses of territories; she wants to know if they can be used to geographically track course registrations/participation	It is possible to use territories to categorize users by geographical region; this user information must be gathered during registration account process in Jamcracker (external provisioning process). The current process does not gather this information.
7	Audit trail	Audit trail functionality failed in locations and facilities? Verify functionality exists.	Audit trail has been re-tested and functions as designed. The audit trail link only displays the changes that require Training Admin to enter an explanation or reason for the change
8	Timezone	What other components of the system does this impact other than virtual training, for example?	Timezones primarily affect notifications that are sent to users periodically. If timezones are incorrect for a user, the user will not receive the notification as intended.
9	LMS Upgrades	How will upgrades be carried out, e.g. 3.4 -> 4.0? What are the contractual agreements?	(Issue still pending)
10	Jamcracker Service Center	What is the process for resolving issues with bounced or returned emails of users who inaccurately enter their email address when creating a new registration account in Jamcracker? Who will address? Who will contact end-user? How long? SLA?	(Question pending Jamcracker response)
11	Load testing	What are the numbers for load testing?	Load testing statistics attached as appendix 1
12	Saba Enhancements	Add instructions to top of Personal Information link from the My Profile tab	Text added at the top of the Personal Information page on the My Profile tab

Training Issues: Thursday, February 21, 2002

13	Category Definitions	When creating a new category definition, what are the label fields – and where does the data appear?	Labels are used to create 4 fields to gather additional information about products or equipment. The information that is entered in the Label fields appears in the Custom Category Box when creating a product or equipment, depending on the type of category definition created.
14	Creating Products; Classes; Courses	5 Checkboxes that need clearer explanations – Display on Web, Display for Call Center, Internal, External and Available (i.e. what is the difference between making a course available and displaying on the Web	**External** - If checked, the class will appear in the Sales & Marketing client module and clients or external users will be able to view it on the web assuming that the display for web box is checked. **Internal** - If checked, the class will appear in the Registrar client module and employees or internal users will be able to view it on the web assuming that the display for web box is checked. **Display for Call Center** - If checked, the class will appear in the appropriate client modules. **Display for Web** - If checked, the class will appear on the Web. If not checked, a class could still be available but only for a select few. SFA might have a class for one specific university or company. They could allow users to register via the Call Center rather than having it appear on the Web visible to all users. That kind of sounds like a dedicated class, but I didn't get into that with the support rep on the phone. **Available** - If checked, users and Admins can register for the class. If not checked, nobody can register for it, including Admins with access to the Call Center or client modules.
15	Keyword	Creating Keyword Walkthrough needs to be created	Complete – distributed 2/27/02
16	Notifications	Job Aid needs to be created	Complete – distributed 2/27/02
17	Waitlist Scenarios	Job Aid needs to be created; revised	Complete – distributed 2/27/02
18	Evaluation Notification	Need to research/verify what event triggers the evaluation notification to be sent to the end user (participant)	2/26/02: The notification email is sent to the participant when the training administrator clicks on the "submit" link to submit the evaluation to the group of

			selected recipients
19	Toolbar Missing	Cannot print evaluation results because browser toolbar is missing	2/25/02: Resolved – toolbar was added
20	OPEID	Identify where field is captured in Saba; determine the view for Courtland to create customized report	OPEID maps to Custom1 data field (on the client business object); This information will be required if trying create a customized report with the OPEID

Appendix 1: Load Testing

<u>Saba</u>
The Saba Performance Testing Lab defines acceptable performance as median response times of no greater than 10 seconds. Based on our tests, we have met these performance criteria simulating 1,200 concurrent users actively using the system (i.e. performing activity that generates requests to the application server). The activity these users perform produced a load of approximately 1,000 application requests per minute. These tests were run against an enterprise class dataset that includes 600,000+ registered learners, 16,000+ unique courses, 150,000+ unique class offerings and 7.1+ million educational history records. The following configuration was used for these tests:

Application server: Sun E450 (4cpu x 296 mhz) 1 GB RAM

Database server: Sun E450 (4cpu x 400mhz) 2GB RAM

<u>Jamcracker</u>
Jamcracker has a three-tiered architectural infrastructure. This infrastructure includes web servers, application servers and database servers. The current architecture includes four web servers, two BEA application servers (clustered), and two Oracle database servers (clustered).

The Jamcracker architecture has been validated and tested for its ability to expand and handle the current load by Exodus Performance Labs. This type of testing takes place each time Jamcracker does a major Workspace release. This testing will uncover any deficiencies in each tier of the architecture allowing us to focus on increasing performance in the deficient areas. Load simulation is used to identify the deficiencies in areas where there are deficiencies. Current testing indicates Jamcracker can handle approximately 650 concurrent logins per web server. So, Jamcracker currently supports 650 x 4 or close to 2,400 concurrent users.